



MDIT in Motion | Spring '09

Seven years ago, when Michigan decided to push forward with the monumental effort to standardize and consolidate its IT environment, we knew such action would be transformational. A unified IT environment would save the state money, better secure its data and redefine government service through better technology and data sharing across agencies. What we didn't foresee was the scope of the economic downturn heading our way and the key role a standardized IT environment would play during these grim financial times.



Michigan Business One Stop

A Michigan First! The Michigan Business One Stop

With the launch of the new Michigan Business One Stop on March 4, Michigan began offering more services and transaction capability to businesses than any other state in the union. This innovative approach gives Michigan a distinct advantage as it seeks to preserve and create jobs. For more information on this latest online tool, turn to page 3.

Now, as our state works to provide critical services to the unemployed and stimulate the economy with funds from the President's economic recovery package, our IT framework is being put to the test. Stimulus dollars translate to new demands on our IT systems and success rests heavily on the IT-readiness we've worked so hard to build. Timing, as they say, is everything. I am confident to say that after years of redefining our IT environment, Michigan is more prepared than ever for the IT challenges facing our state today.

Here, in this issue of *MDIT in Motion*, you will learn firsthand how MDIT is connecting the dots behind the stimulus package and working on projects to help move the economy forward, like the Michigan Business One Stop. You'll also find updates on current IT projects and some workforce initiatives. As you will see from this quick "behind the scenes" glimpse, MDIT is working hard to keep Michigan moving forward.

Kenneth D. Theis



MDIT Engaged with Economic Recovery Initiative

As state departments, local governments, school districts and external groups submit their project proposals for President Obama's economic recovery package, MDIT is working behind the scenes to compile them into the State of Michigan's master list. Currently, well over 18,000 projects have been submitted for review. The department is also ready to support the Michigan Recovery Office in developing systems for meeting and tracking new federal reporting requirements.

Provisions of President Obama's American Recovery and Reinvestment Act will mean additional - and much welcomed - aid for people in Michigan who have been impacted by the economic downturn. The large infusion of Unemployment Assistance, Medicaid and COBRA dollars will require significant modifications and upgrades to state IT systems. MDIT is already taking steps to plan for this additional load, and is looking for ways to build on the multi-departmental "one stop" approach used in Michigan's business portal to make aid more accessible to our citizens.

IT systems gear up for stimulus dollars

Potential IT Projects Up for Consideration

In addition to providing central support to the economic recovery team, MDIT has assigned members to all workgroups and is serving as the lead on the IT/Broadband group. Possible projects identified by this workgroup include:

- Construction of a public/private regional data center
- Wireless/broadband expansion
- Health IT development
- Improvements to unemployment systems
- Statewide educational data systems
- Geographic Information Systems

Plugged In

Tapping technology for a better Michigan

College Access Network to Make Higher Education More Accessible

MDIT staff is assisting the Governor's Office in the development of a work plan and technology road map for the Michigan College Access Network (MCAN). MCAN is a Web-based resource for parents, educators and students to access information on careers, schools, test preparation, scholarship opportunities, and streamlined admissions into Michigan's higher education institutions. Though still in the planning phase, the state hopes to shift gears into full-fledged project development this summer. Stay tuned.



Unemployment Systems Get Technology Infusion

In response to the continuing surge of citizens filing for unemployment compensation, MDIT has technically bolstered call center and Web capacity for the Michigan Unemployment Insurance Agency (UIA). MDIT's Emergency Command Center was activated in order to expedite the UIA Call Center emergency expansion project. The Lansing call center adds an additional 200 lines to assist citizens. MDIT and the Michigan Economic Development Corporation have also integrated the MEDC call center for use with the new Michigan



Business One Stop to receive overflow calls. Online, new Web servers have been added that provide capacity for five times the normal volume of claims filed electronically. This is in addition to the recent launch of the new online MARVIN reporting system, which helped to ease strain on state phone systems.

Improvements Speed Law Enforcement Access to Critical Systems

Michigan's handgun registration and breathalyzer databases, along with the Michigan Incident Crime Reporting System, will now be readily accessible by law enforcement authorities. These systems were previously hosted on the state's aging mainframe system. Thanks to the upgrade, law enforcement officers will now have easier access to this data through the Michigan Criminal Justice Information Network portal allowing them to do their work more safely and efficiently.



Educational Partnerships Target Workforce Gap

Currently, 43% of MDIT's workforce is age 50 or older with a significant number of retirements expected. Many of these workers help maintain "legacy" IT systems written in program languages that are no longer taught. When these workers retire, their knowledge goes with them, leaving the state with a potentially critical skills gap.



In response, MDIT is turning to creative partnerships with colleges and universities to proactively address future workforce needs. Already in place is a new partnership with Michigan State University. As part of the program, MDIT has "adopted" 30 MSU graduate students and has them working side-by-side with department staff. Also, Lansing Community College recently began a classroom-based technology training program focused on high needs areas within MDIT staff. This partnership allows staff to earn college credit, while learning skills necessary to develop and maintain complex systems.

MDIT Secures Grant for Geospatial Plan

The State of Michigan has secured funding to help standardize how state, local and county governments collect and use geospatial data. Geographic Information Systems (GIS) and other geospatial technologies are rapidly bringing new efficiencies to all levels of government. For instance, enhanced tracking of vacant land parcels, tax information and nearby utilities are reducing potential obstacles to new economic development projects. The \$47,000 grant from the U.S. Department of the Interior will enable the State of Michigan to develop a state plan for geospatial systems and could pave the way for more federal funding opportunities in the future.

— Cool Technology —



Michigan.gov Online!

Government at your fingertips

Michigan Business One Stop is Open for Business!

On March 4, the State of Michigan announced the ground-breaking launch of the Michigan Business One Stop. Available through the Michigan.gov portal (Michigan.gov/business), this first-of-its-kind online service successfully streamlines and bundles hundreds of state processes together for businesses to access via a "one stop" shop. On it, business owners can start and register a business; apply for licenses and permits; and pay fees, among other things.

Michigan is the first state in the country to offer a tool like this.

Behind the scenes, unprecedented collaboration among state agencies fueled the project. Employees from ten departments and numerous divisions, including MDIT, took part in bringing the One Stop to life.



The IT Factor: Build it once, use it often

From an IT perspective, the One Stop answers the question of whether state government is ready for an IT solution that spans across multiple agencies. After seven years of standardizing the state's IT environment across all 19 agencies, the launch of the Business One Stop clearly demonstrates that Michigan is ready and able! For future IT projects, this is the model for increased agility, reduced costs and improved interoperability and integration.

For Businesses, Time is Money

The Michigan Business One Stop pulls hundreds of processes together for businesses to access through a singular tool. Consider the gas station with a food mart located in every community. To start that business, the owner had to contact five departments and 11 divisions within state government just to understand what permits and licenses are required. Now, with a few clicks of a mouse, that business owner will know what he needs to do, how much it will cost, and how long the process will take. He can apply for many permits, register for taxes and even build a business plan.

One stop. One source.



Michigan Business One Stop Statistics March 4 thru March 16, 2009

- 36,414 page hits on public site
- 921 business users granted access to One Stop
- 2,749 Potential new businesses using "start a business" simulator

More News....

Options Considered for Transparency Web Site

With growing interest in a Web portal for detailed tracking of state expenditures, MDIT is continuing to research options for enhancing the present Department of Management and Budget transparency Web site. Early analysis by MDIT determined that Michigan's antiquated financial tracking system would prevent exact replication



of the much-talked-about Missouri Accountability Portal without significant investment. However, other options may be available and MDIT is researching other state Web sites and technology tools.

EMPLOYEE connect

Intranet News: Employee Portal Coming Soon

For the first time, state employees will be able to quickly access links to employee-focused information from different departments - all from one intranet site. The new State Employee Portal is a

collaborative effort between MDIT and the Office of Great Workplace Development and is expected to go live this month. It will include links to specific services such as human resources, technology, building services, and much more.

The Employee Portal will also include an "Employee Newswire," where continuously-updated information of interest to state employees will be available from across the departments and the Governor's office.